



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

El Paso Telephone Company, The
d/b/a Fairpoint Communications / The El Paso Telephone Company
for Filing Period 1/1/2010 to 3/31/2010
Tracking Number 3376

Performance Data - Code Part 730

| | January | February | March | Quarterly Average |
|--|----------|----------|----------|----------------------|
| A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1) | 4.93 | 4.71 | 4.37 | 4.67 |
| B. Operator Answer Time - Information Section 730.510(a)(1) | 1.93 | 1.70 | 0.75 | 1.46 |
| C. Repair Office Answer Time Section 730.510(b)(1) | 11.00 | 13.00 | 11.00 | 11.67 |
| D. Business or Customer Service Answer Time Section 730.510(b)(1) | 49.00 | 61.00 * | 17.00 | 42.33 |
| E. Percent of Service Installations Section 730.540(a) | 100.00 % | 100.00 % | 100.00 % | 100.00 % |
| F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a) | 100.00 % | 100.00 % | 100.00 % | 100.00 % |
| G. Trouble Reports per 100 Access Lines Section 730.545(a) | 1.13 | 1.12 | 1.96 | 1.40 |
| H. Percent Repeat Trouble Reports Section 730.545(c) | 0.00 % | 0.00 % | 7.69 % | 2.56 % |
| I. Percent of Installation Trouble Reports Section 730.545(f) | 0.00 % | 0.00 % | 0.00 % | 0.00 % |
| J. Missed Repair Appointments Section 730.545(h) | 0 | 0 | 0 | 0 |
| K. Missed Installation Appointments Section 730.540(d) | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(a)

| Out of Service More Than 24 Hours | January | February | March | Totals |
|--|---------|----------|--------|--------|
| A. Total dollar amount of all customer credits paid | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| B. Number of credits issued for repairs - 24-48 hours | 0 | 0 | 0 | 0 |
| C. Number of credits issued for repairs - 48-72 hours | 0 | 0 | 0 | 0 |
| D. Number of credits issued for repairs - 72-96 hours | 0 | 0 | 0 | 0 |
| E. Number of credits issued for repairs - 96-120 hours | 0 | 0 | 0 | 0 |
| F. Number of credits issued for repairs > 120 hours | 0 | 0 | 0 | 0 |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |
| H. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(b)

| Failure to Install Basic Local Exchange Service | January | February | March | Totals |
|--|---------|----------|--------|--------|
| A. Total dollar amount of all customer credits paid | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| B. Number of installations after 5 business days | 0 | 0 | 0 | 0 |
| C. Number of installations after 10 business days | 0 | 0 | 0 | 0 |
| D. Number of installations after 11 business days | 0 | 0 | 0 | 0 |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |
| F. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(c)

| Missed Appointments | January | February | March | Totals |
|--|---------|----------|--------|--------|
| A. Total dollar amount of all customer credits paid | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| B. Number of customers receiving credits | 0 | 0 | 0 | 0 |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |